



2001-359-C 185358

South Carolina Public Service Commission

CLEC Quarterly Service Quality Report

Quarter / Year: 1st Quarter / 2007

REPORTING MONTH: Jan Feb Mar

Number of South Carolina Customer Access Lines Provided:

Total South Carolina Line Count:	<u>3430</u>	<u>3298</u>	<u>3134</u>
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Trouble Reports

<i>Report Volume</i>			
OBJECTIVE: 7% or less of Access Lines			
Trouble Tickets:	<u>71</u>	<u>53</u>	<u>58</u>
% Troubles of Line Count:	<u>2.07%</u>	<u>1.61%</u>	<u>1.85%</u>

<i>Out of Service Trouble Clearing</i>			
OBJECTIVE: 85% or greater w/in 24 hrs			
Out of Service Lines:	<u>35</u>	<u>30</u>	<u>27</u>
Troubles Cleared w/in 24 Hrs.:	<u>6</u>	<u>8</u>	<u>4</u>
% of Cleared Troubles:	<u>17.14%</u>	<u>26.67%</u>	<u>14.81%</u>

Service Orders

<i>Service Installation</i>			
OBJECTIVE: 85% or greater w/in 5 days			
New Service Order Installs:	<u>0</u>	<u>0</u>	<u>0</u>
Installs Completed w/in 5 Days:	<u>0</u>	<u>0</u>	<u>0</u>
% Installs Completed:	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>

* Company does not provide new service installation - conversion only; customers must already have working service

<i>Commitments Fulfilled - MACD</i>			
OBJECTIVE: 85% or greater Orders Completed			
Total Service Orders:	<u>97</u>	<u>79</u>	<u>90</u>
Orders Completed:	<u>94</u>	<u>75</u>	<u>87</u>
% of Commitments Fulfilled:	<u>96.91%</u>	<u>94.94%</u>	<u>96.67%</u>

Switching Facilities

Company use of switching facilities in South Carolina?	YES <u> </u>	NO <u> X </u>
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email to: